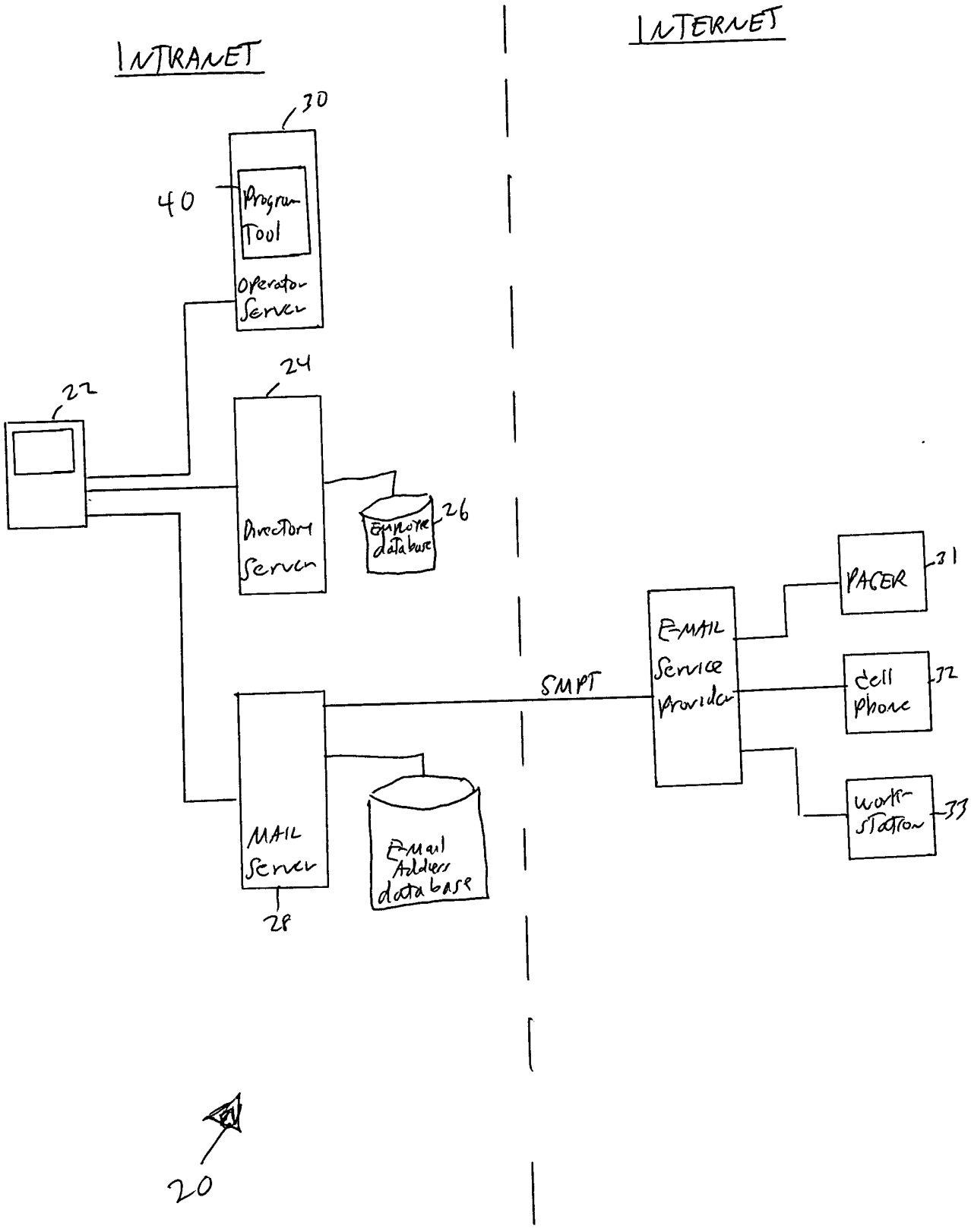

INTRANET
INTERNET
30
40
Program Tool
Operator Server
22
24
Directory Server
Enquire database
26
SMPT
E-MAIL Service provider
PAGER
31
cell phone
32
work-station
33
MAIL Server
28
E-mail Address database
20

FIG 1

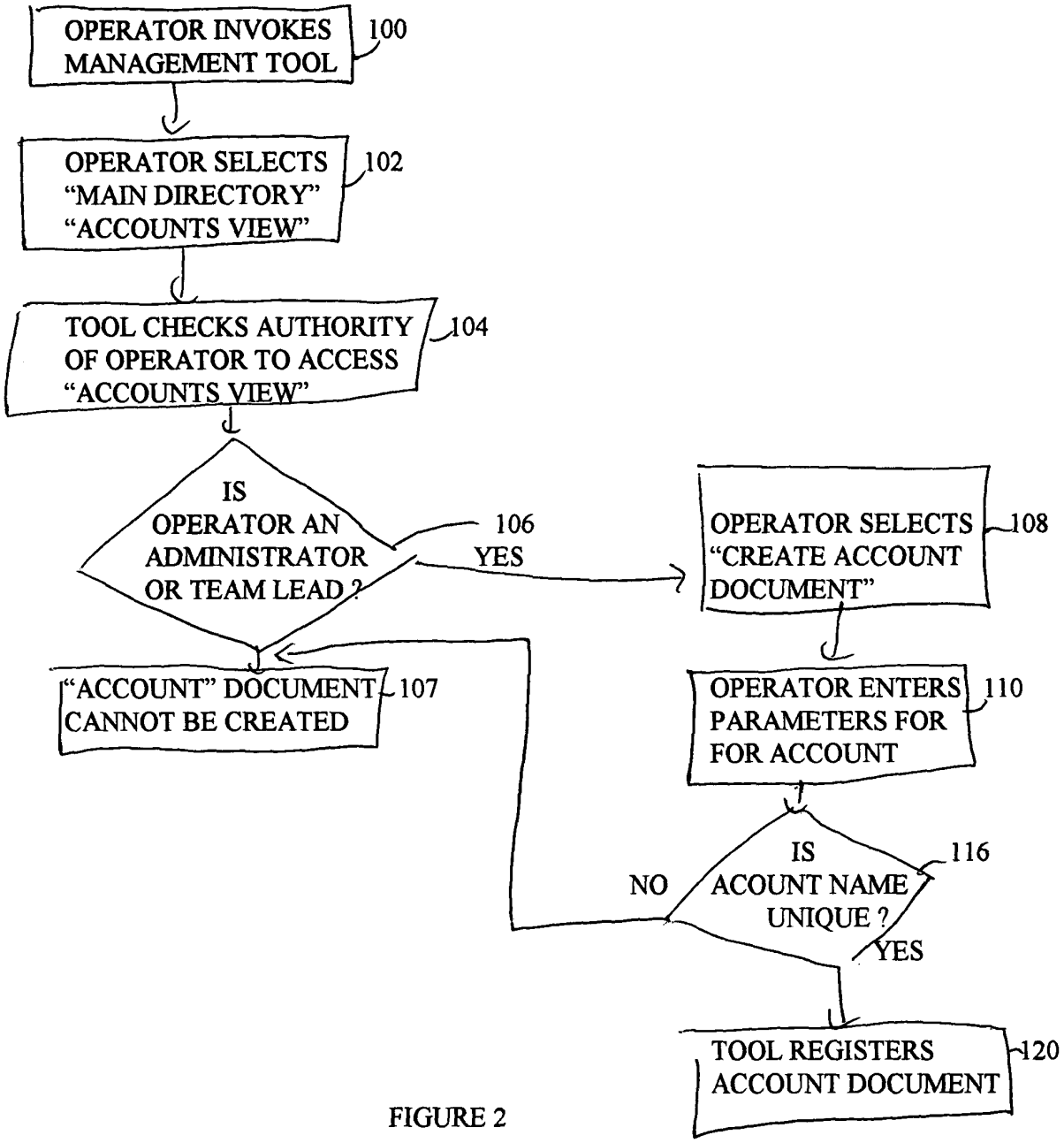

OPERATOR INVOKES MANAGEMENT TOOL
100
OPERATOR SELECTS "MAIN DIRECTORY" "ACCOUNTS VIEW"
102
TOOL CHECKS AUTHORITY OF OPERATOR TO ACCESS "ACCOUNTS VIEW"
104
IS OPERATOR AN ADMINISTRATOR OR TEAM LEAD ?
106
YES
OPERATOR SELECTS "CREATE ACCOUNT DOCUMENT"
108
"ACCOUNT" DOCUMENT CANNOT BE CREATED
107
OPERATOR ENTERS PARAMETERS FOR FOR ACCOUNT
110
IS ACOUNT NAME UNIQUE ?
116
NO
YES
TOOL REGISTERS ACCOUNT DOCUMENT
120

FIGURE 2

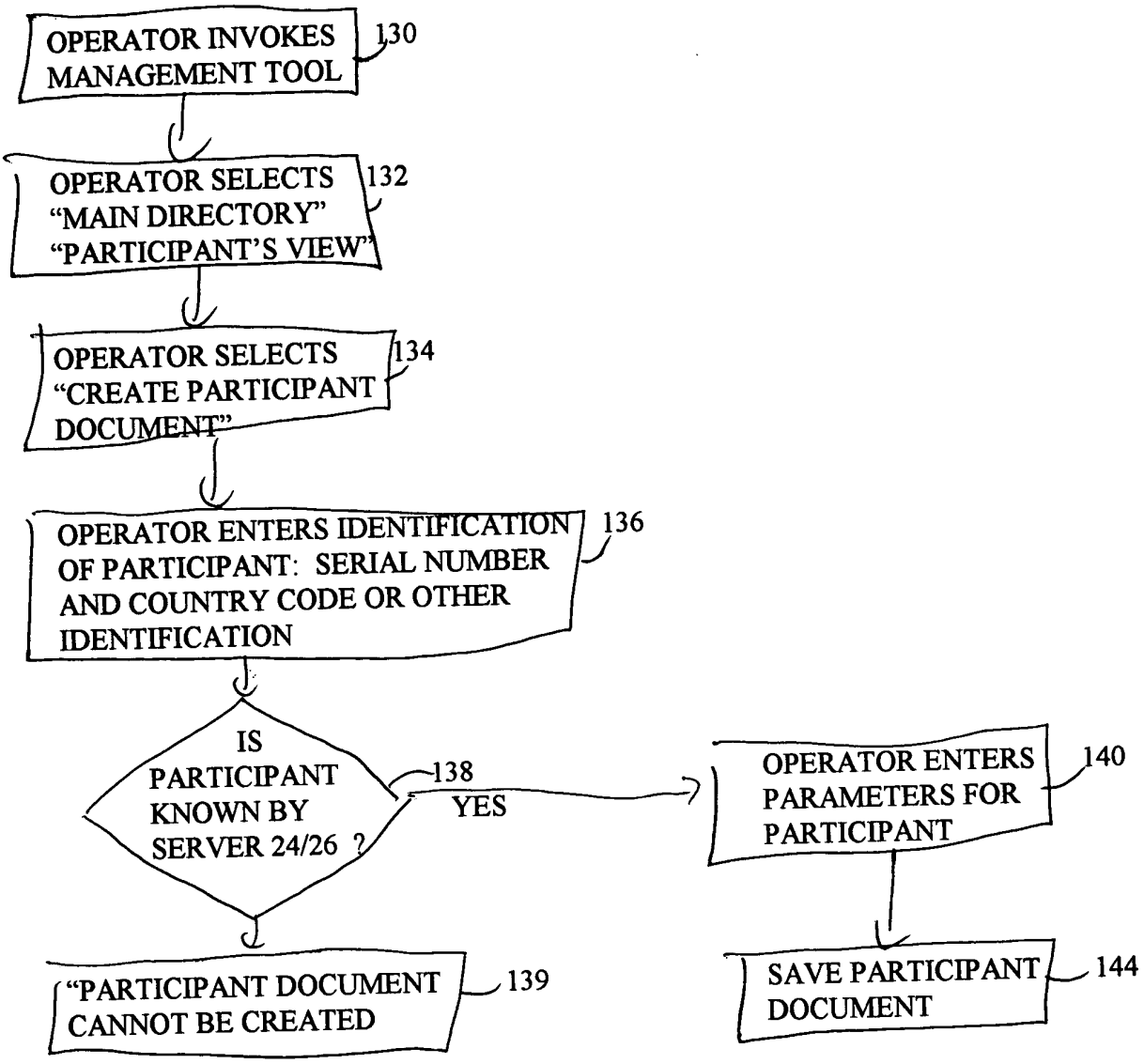

OPERATOR INVOKES MANAGEMENT TOOL
130
OPERATOR SELECTS "MAIN DIRECTORY" "PARTICIPANT'S VIEW"
132
OPERATOR SELECTS "CREATE PARTICIPANT DOCUMENT"
134
OPERATOR ENTERS IDENTIFICATION OF PARTICIPANT: SERIAL NUMBER AND COUNTRY CODE OR OTHER IDENTIFICATION
136
IS PARTICIPANT KNOWN BY SERVER 24/26 ?
138
YES
OPERATOR ENTERS PARAMETERS FOR PARTICIPANT
140
SAVE PARTICIPANT DOCUMENT
144
"PARTICIPANT DOCUMENT CANNOT BE CREATED
139

FIGURE 3

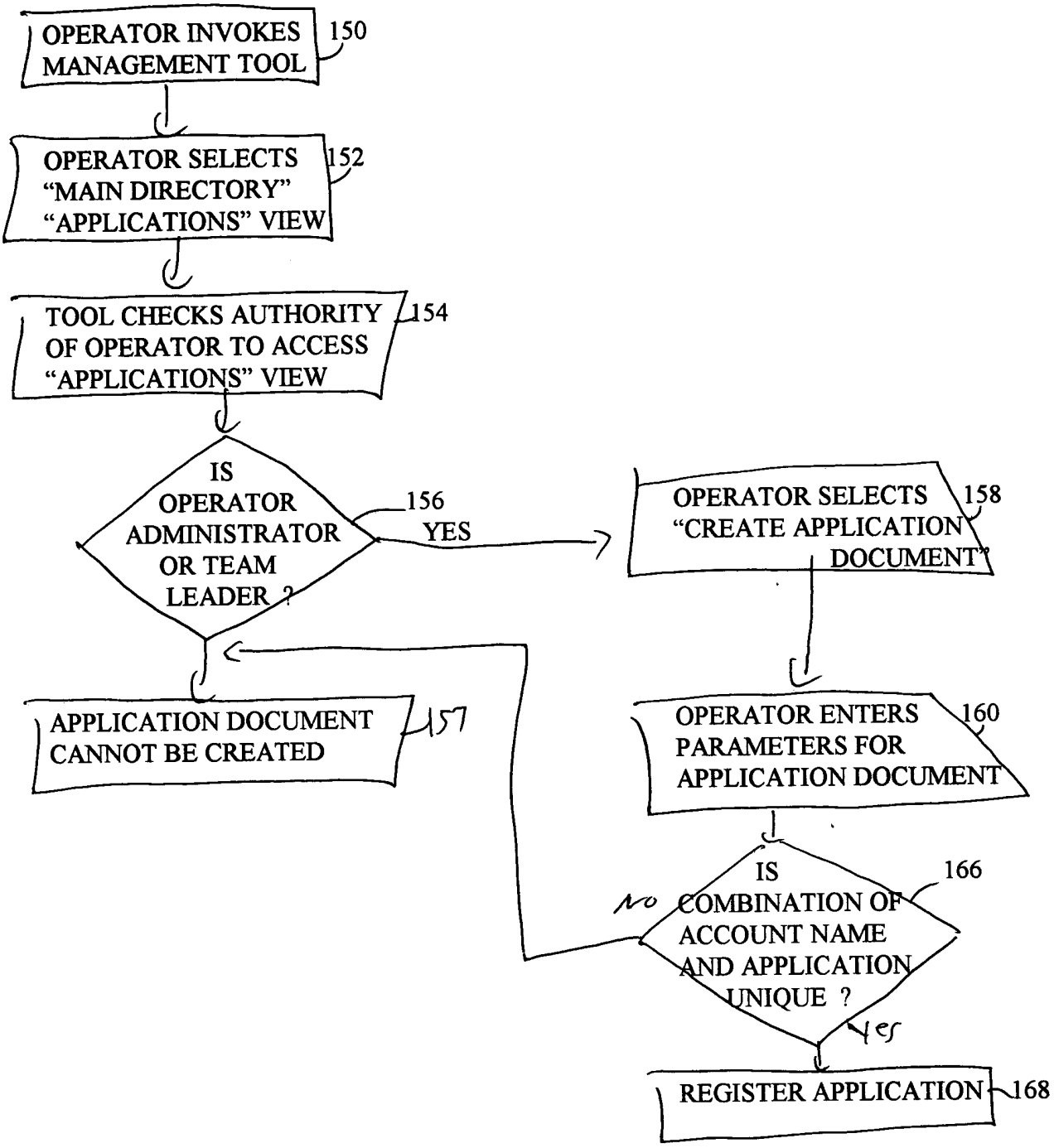

OPERATOR INVOKES MANAGEMENT TOOL
150
OPERATOR SELECTS "MAIN DIRECTORY" "APPLICATIONS" VIEW
152
TOOL CHECKS AUTHORITY OF OPERATOR TO ACCESS "APPLICATIONS" VIEW
154
IS OPERATOR ADMINISTRATOR OR TEAM LEADER ?
156
YES
OPERATOR SELECTS "CREATE APPLICATION DOCUMENT"
158
APPLICATION DOCUMENT CANNOT BE CREATED
157
OPERATOR ENTERS PARAMETERS FOR APPLICATION DOCUMENT
160
IS COMBINATION OF ACCOUNT NAME AND APPLICATION UNIQUE ?
166
No
Yes
REGISTER APPLICATION
168

FIGURE 4

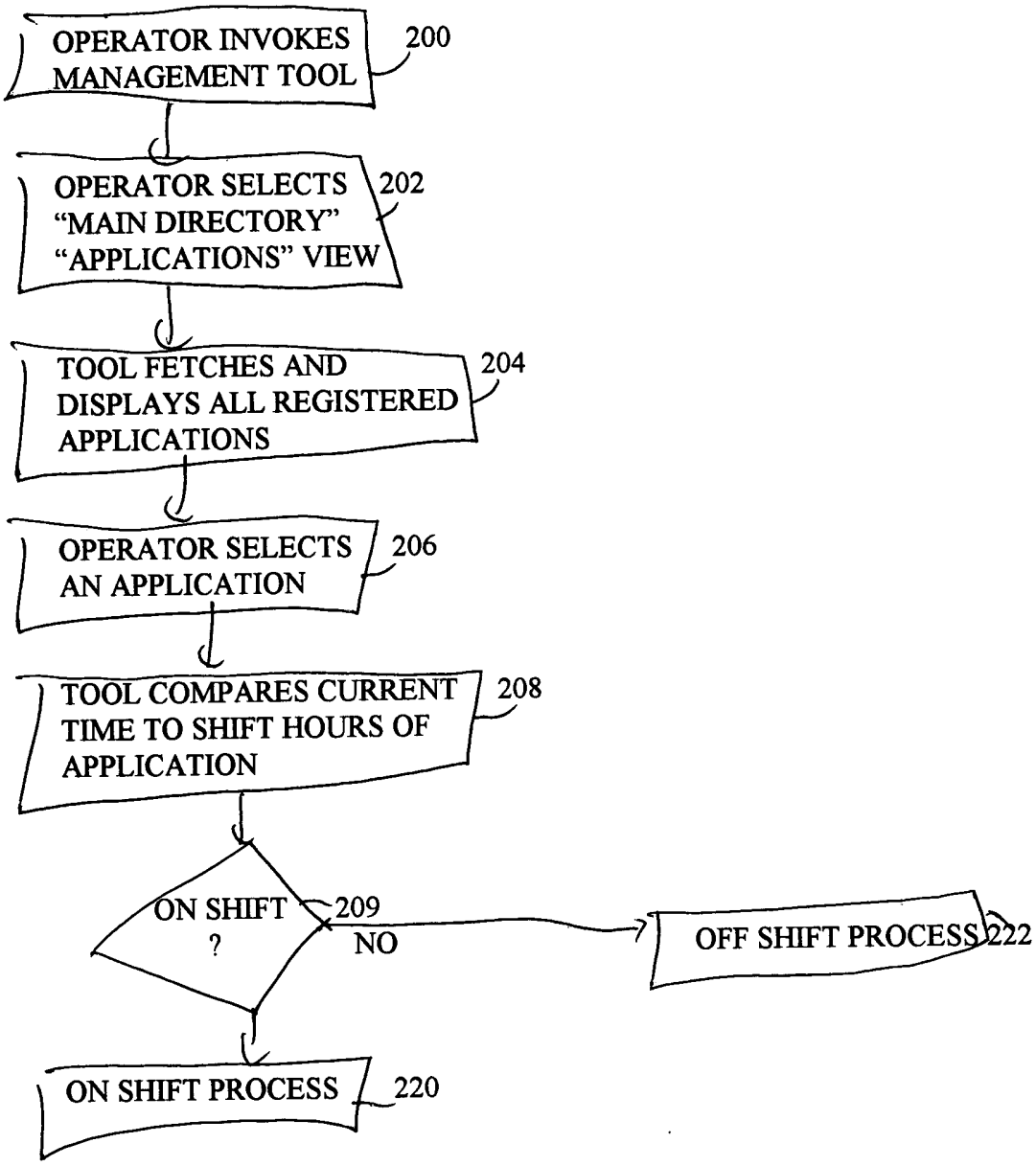

OPERATOR INVOKES MANAGEMENT TOOL
200
OPERATOR SELECTS "MAIN DIRECTORY" "APPLICATIONS" VIEW
202
TOOL FETCHES AND DISPLAYS ALL REGISTERED APPLICATIONS
204
OPERATOR SELECTS AN APPLICATION
206
TOOL COMPARES CURRENT TIME TO SHIFT HOURS OF APPLICATION
208
ON SHIFT ?
209
NO
OFF SHIFT PROCESS
222
ON SHIFT PROCESS
220

FIGURE 5

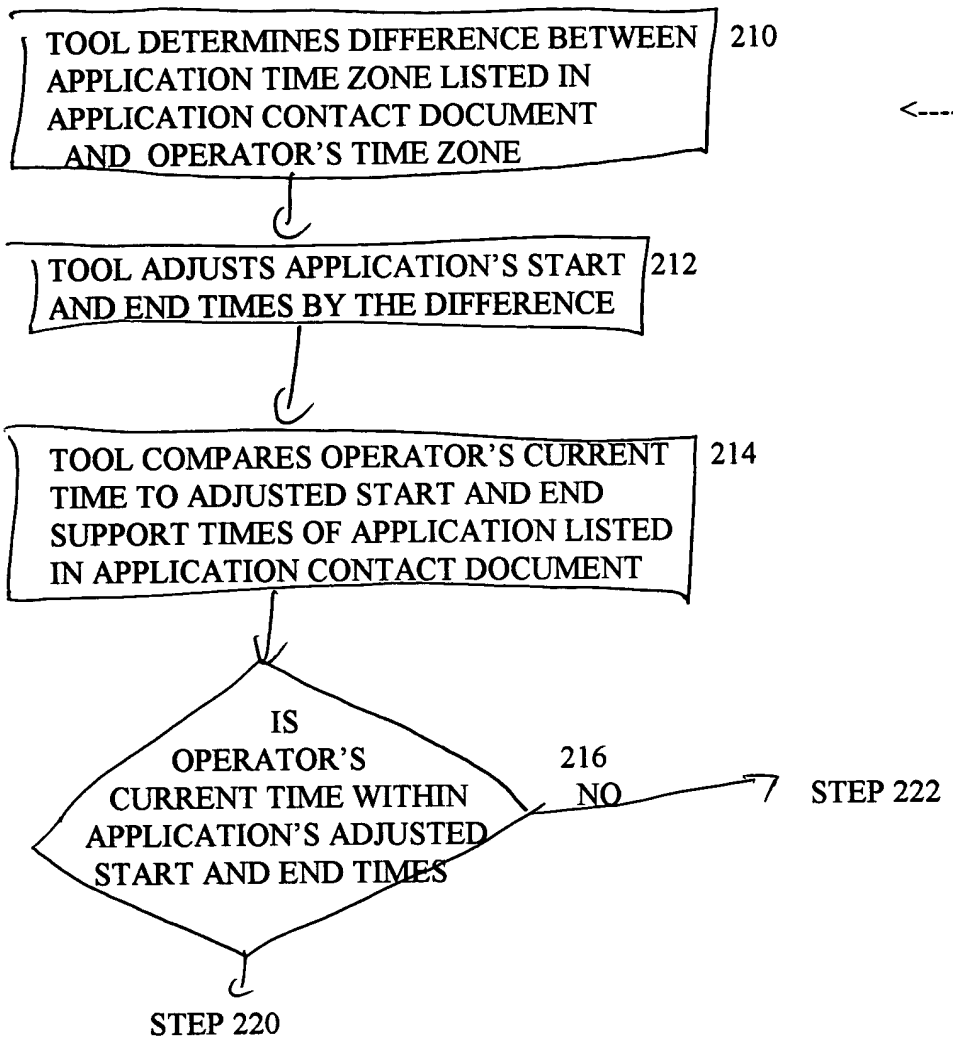

TOOL DETERMINES DIFFERENCE BETWEEN APPLICATION TIME ZONE LISTED IN APPLICATION CONTACT DOCUMENT AND OPERATOR'S TIME ZONE
210
<------ 208,209
TOOL ADJUSTS APPLICATION'S START AND END TIMES BY THE DIFFERENCE
212
TOOL COMPARES OPERATOR'S CURRENT TIME TO ADJUSTED START AND END SUPPORT TIMES OF APPLICATION LISTED IN APPLICATION CONTACT DOCUMENT
214
IS OPERATOR'S CURRENT TIME WITHIN APPLICATION'S ADJUSTED START AND END TIMES
216
NO
STEP 222
STEP 220

FIGURE 6

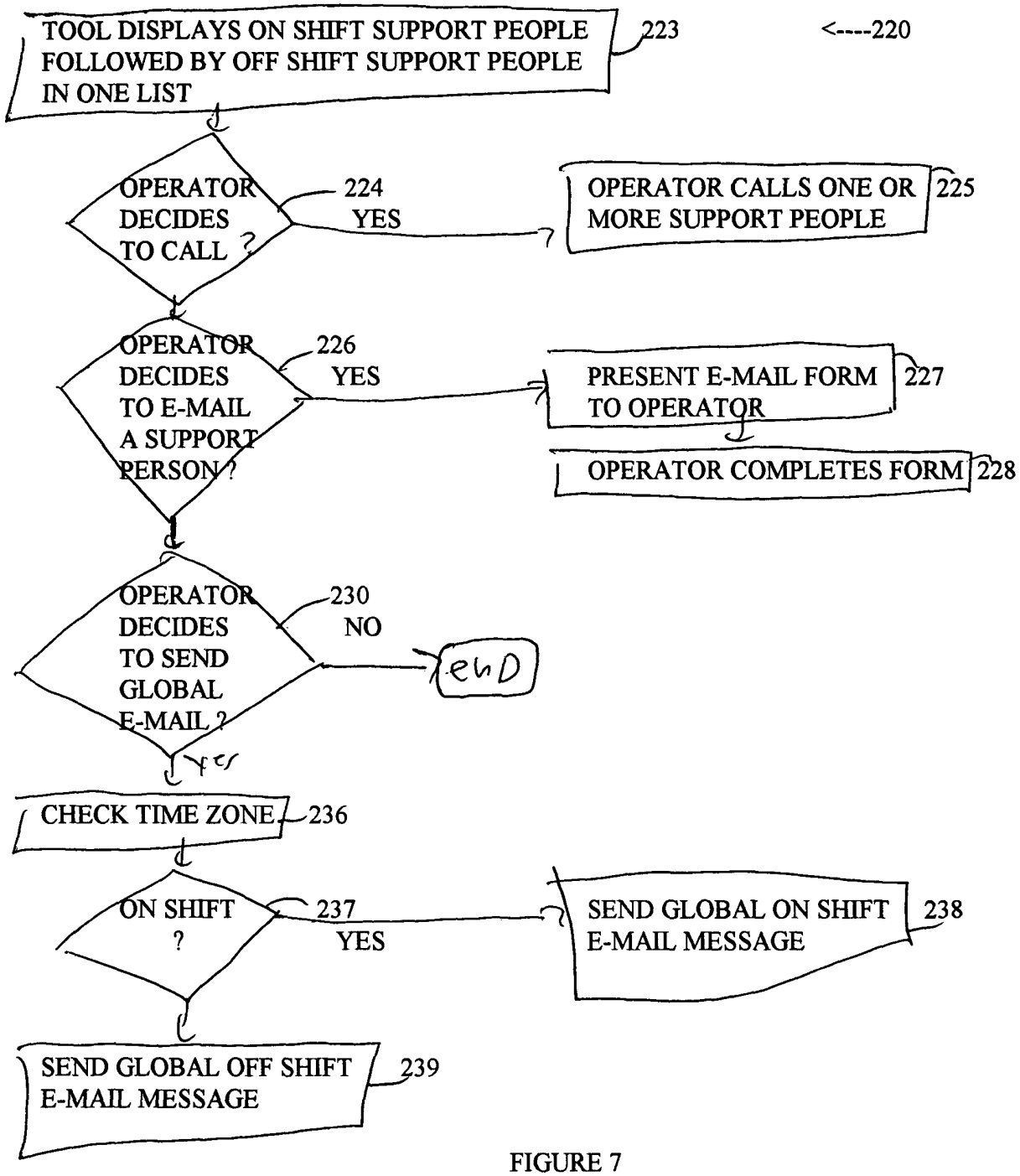

TOOL DISPLAYS ON SHIFT SUPPORT PEOPLE FOLLOWED BY OFF SHIFT SUPPORT PEOPLE IN ONE LIST
223
<----220
OPERATOR DECIDES TO CALL ?
224
YES
OPERATOR CALLS ONE OR MORE SUPPORT PEOPLE
225
OPERATOR DECIDES TO E-MAIL A SUPPORT PERSON ?
226
YES
PRESENT E-MAIL FORM TO OPERATOR
227
OPERATOR COMPLETES FORM
228
OPERATOR DECIDES TO SEND GLOBAL E-MAIL ?
230
NO
END
YES
CHECK TIME ZONE
236
ON SHIFT ?
237
YES
SEND GLOBAL ON SHIFT E-MAIL MESSAGE
238
SEND GLOBAL OFF SHIFT E-MAIL MESSAGE
239

FIGURE 7

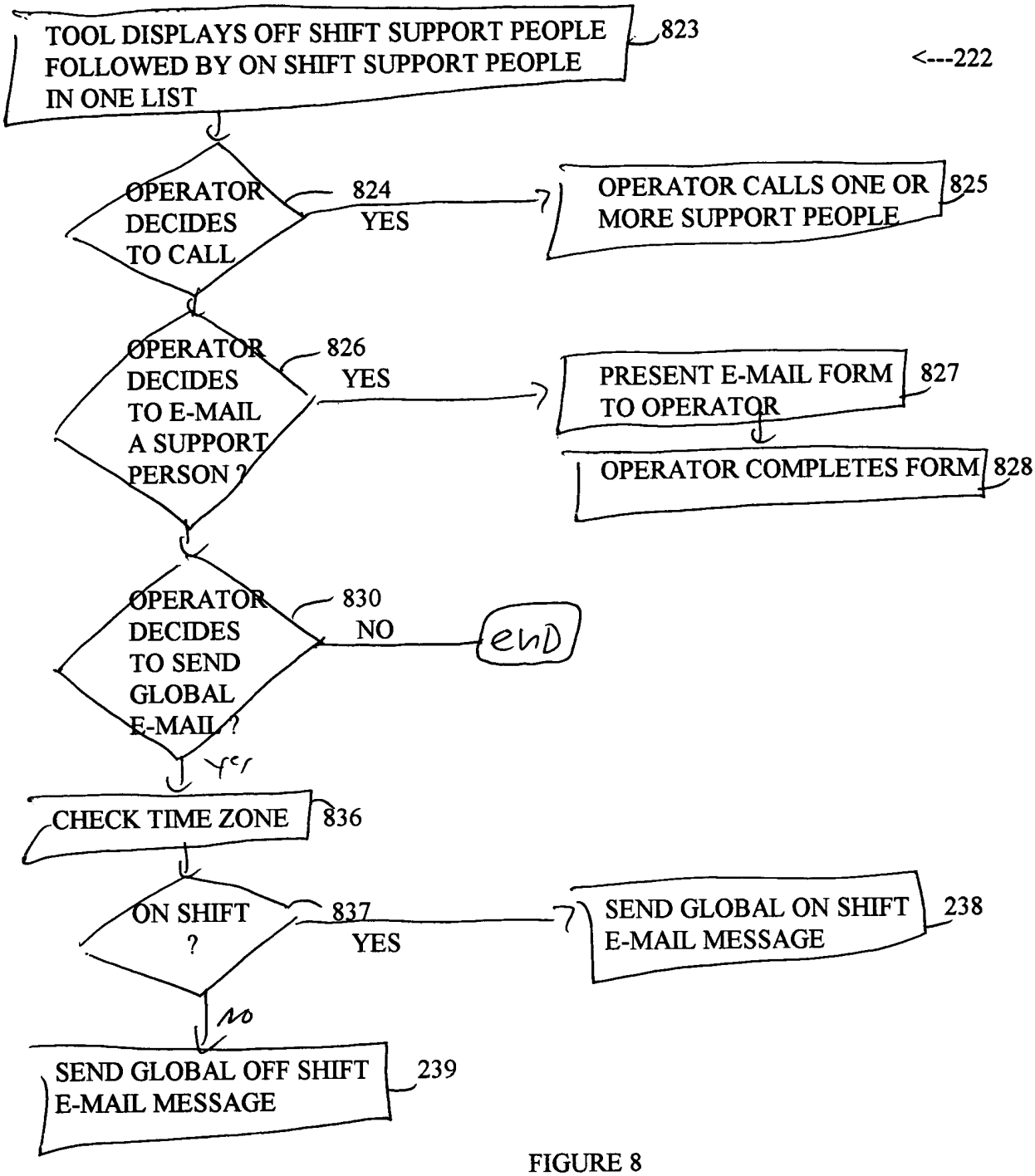

TOOL DISPLAYS OFF SHIFT SUPPORT PEOPLE FOLLOWED BY ON SHIFT SUPPORT PEOPLE IN ONE LIST
823
<---222
OPERATOR DECIDES TO CALL
824
YES
OPERATOR CALLS ONE OR MORE SUPPORT PEOPLE
825
OPERATOR DECIDES TO E-MAIL A SUPPORT PERSON ?
826
YES
PRESENT E-MAIL FORM TO OPERATOR
827
OPERATOR COMPLETES FORM
828
OPERATOR DECIDES TO SEND GLOBAL E-MAIL ?
830
NO
end
Yes
CHECK TIME ZONE
836
ON SHIFT ?
837
YES
SEND GLOBAL ON SHIFT E-MAIL MESSAGE
238
No
SEND GLOBAL OFF SHIFT E-MAIL MESSAGE
239

FIGURE 8

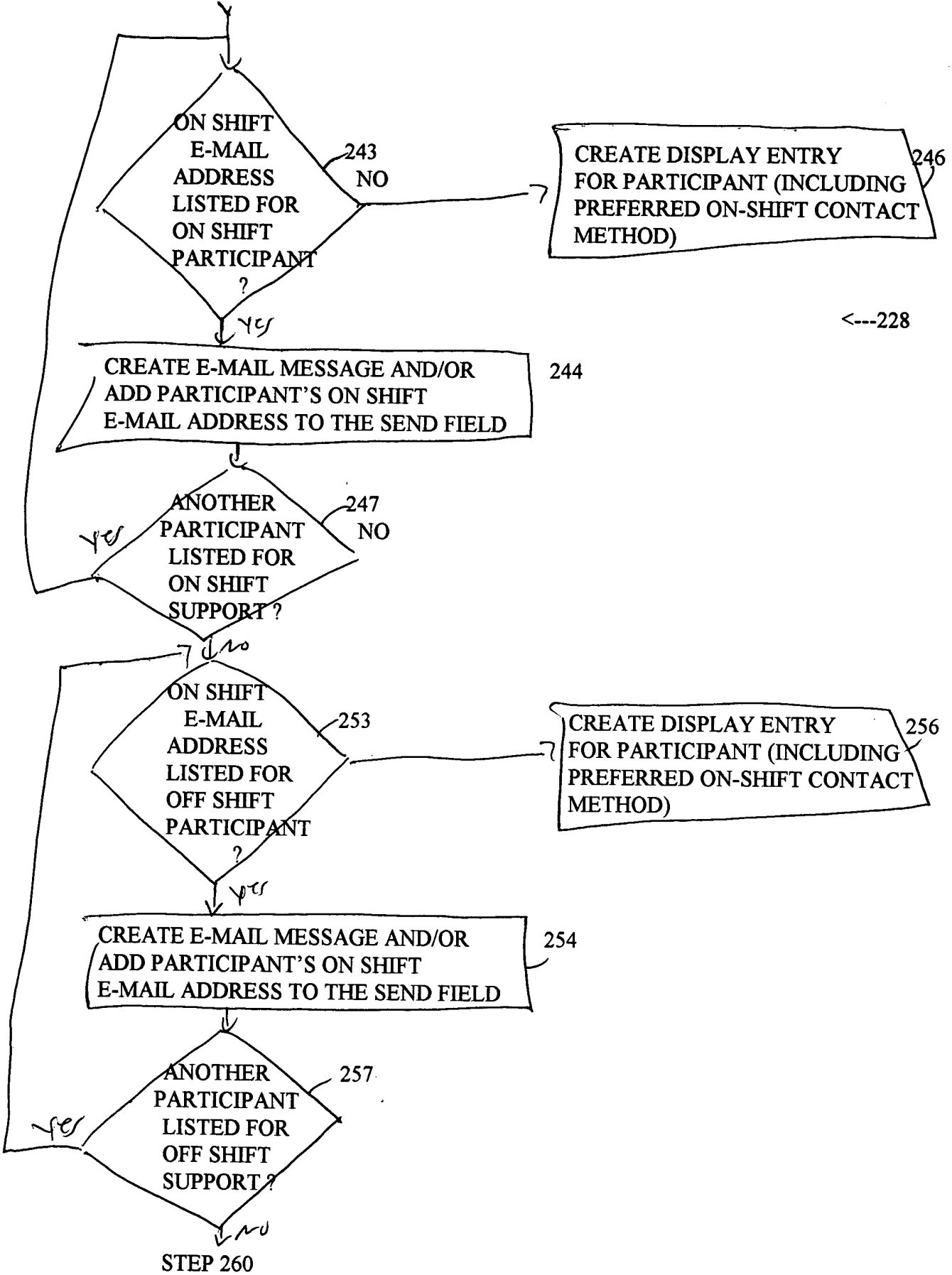
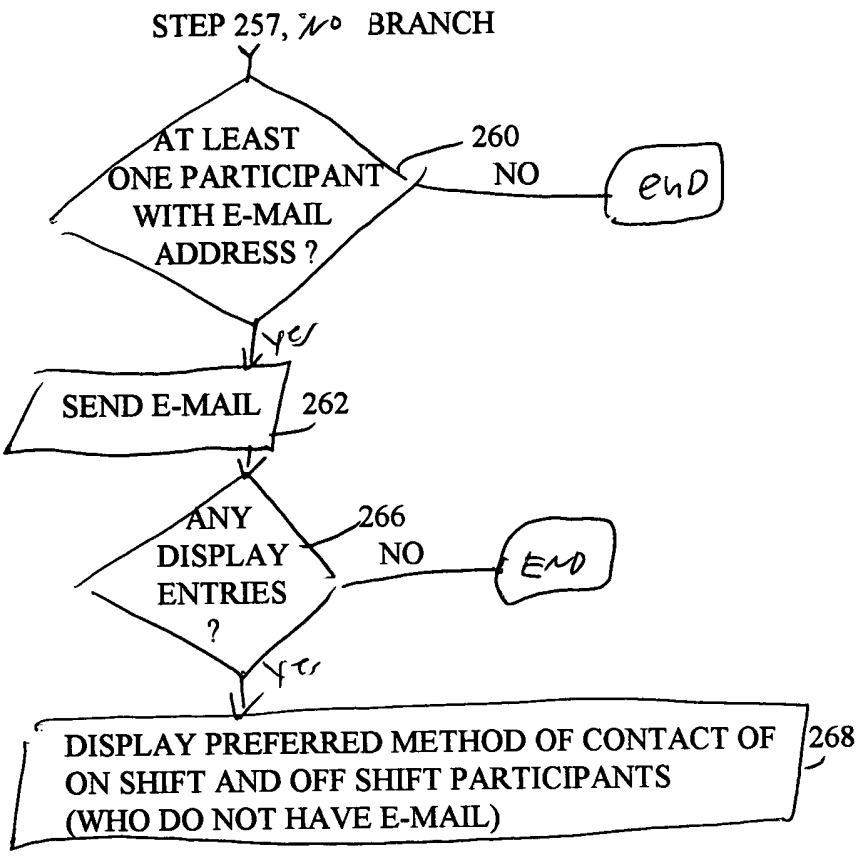

ON SHIFT E-MAIL ADDRESS LISTED FOR ON SHIFT PARTICIPANT ?
243
NO
CREATE DISPLAY ENTRY FOR PARTICIPANT (INCLUDING PREFERRED ON-SHIFT CONTACT METHOD)
246
<---228
Yes
CREATE E-MAIL MESSAGE AND/OR ADD PARTICIPANT'S ON SHIFT E-MAIL ADDRESS TO THE SEND FIELD
244
ANOTHER PARTICIPANT LISTED FOR ON SHIFT SUPPORT ?
247
NO
Yes
No
ON SHIFT E-MAIL ADDRESS LISTED FOR OFF SHIFT PARTICIPANT ?
253
CREATE DISPLAY ENTRY FOR PARTICIPANT (INCLUDING PREFERRED ON-SHIFT CONTACT METHOD)
256
Yes
CREATE E-MAIL MESSAGE AND/OR ADD PARTICIPANT'S ON SHIFT E-MAIL ADDRESS TO THE SEND FIELD
254
ANOTHER PARTICIPANT LISTED FOR OFF SHIFT SUPPORT ?
257
Yes
No
STEP 260

FIGURE 9(A)



228

FIGURE 9(B)

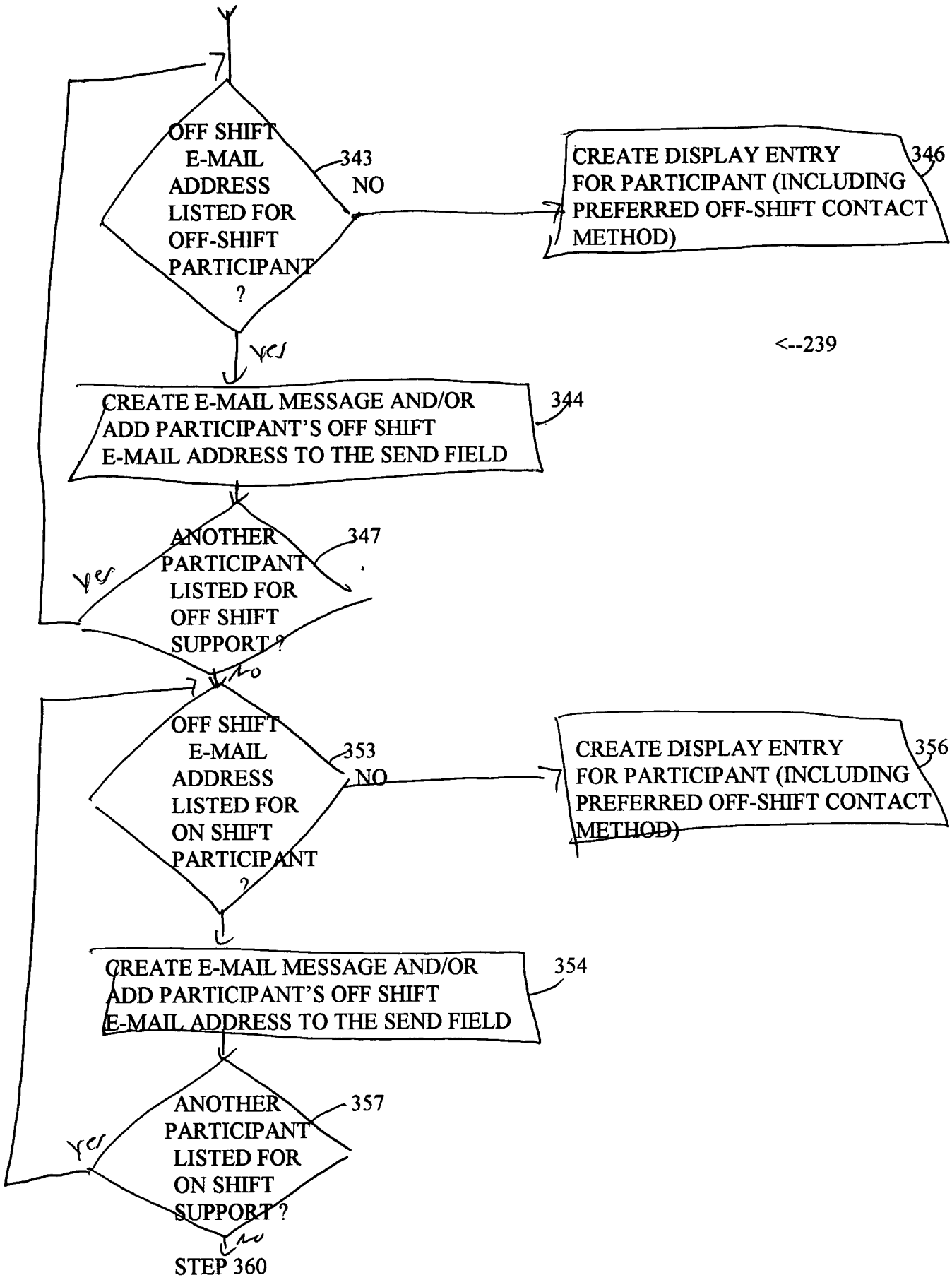

OFF SHIFT E-MAIL ADDRESS LISTED FOR OFF-SHIFT PARTICIPANT ?
343
NO
CREATE DISPLAY ENTRY FOR PARTICIPANT (INCLUDING PREFERRED OFF-SHIFT CONTACT METHOD)
346
<--239
YES
CREATE E-MAIL MESSAGE AND/OR ADD PARTICIPANT'S OFF SHIFT E-MAIL ADDRESS TO THE SEND FIELD
344
ANOTHER PARTICIPANT LISTED FOR OFF SHIFT SUPPORT?
347
YES
NO
OFF SHIFT E-MAIL ADDRESS LISTED FOR ON SHIFT PARTICIPANT ?
353
NO
CREATE DISPLAY ENTRY FOR PARTICIPANT (INCLUDING PREFERRED OFF-SHIFT CONTACT METHOD)
356
CREATE E-MAIL MESSAGE AND/OR ADD PARTICIPANT'S OFF SHIFT E-MAIL ADDRESS TO THE SEND FIELD
354
ANOTHER PARTICIPANT LISTED FOR ON SHIFT SUPPORT?
357
YES
NO
STEP 360

FIGURE 10(A)

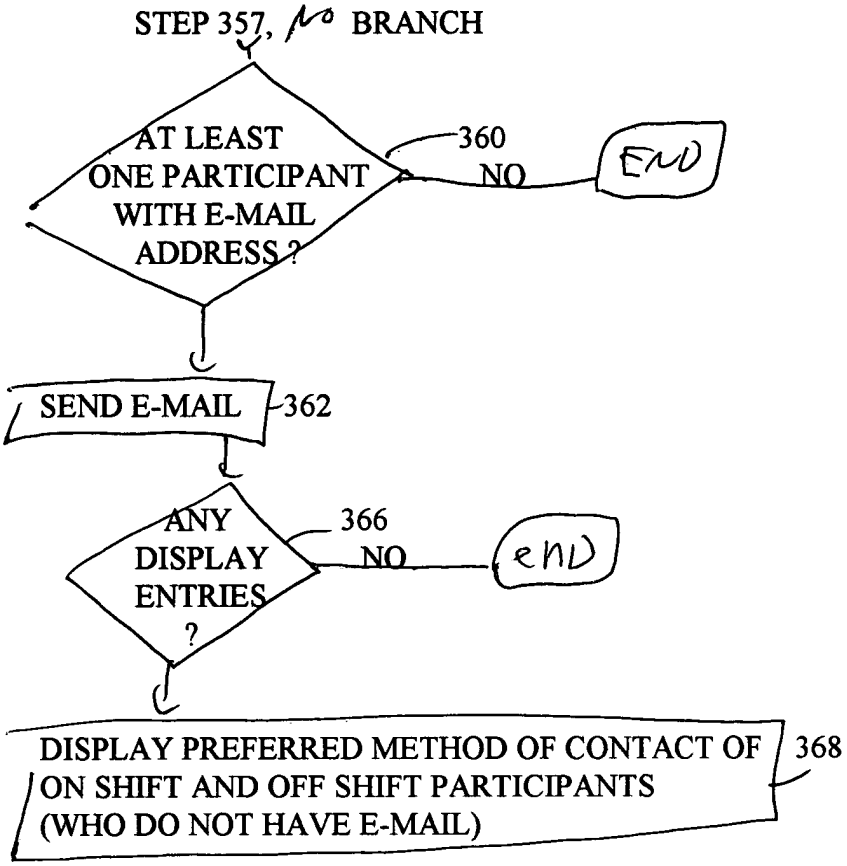
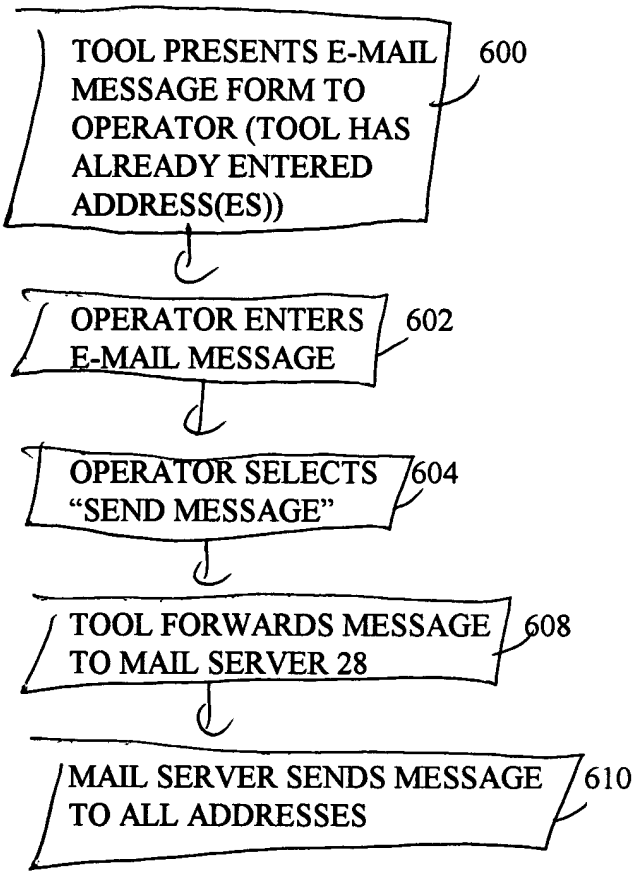

STEP 357, NO BRANCH
AT LEAST ONE PARTICIPANT WITH E-MAIL ADDRESS ?
360
NO
END
379
SEND E-MAIL
362
ANY DISPLAY ENTRIES ?
366
NO
END
DISPLAY PREFERRED METHOD OF CONTACT OF ON SHIFT AND OFF SHIFT PARTICIPANTS (WHO DO NOT HAVE E-MAIL)
368

FIGURE 10(B)



<---262,362

FIGURE 11